

# Personally Speaking

All About People

Volume 1, Issue 4

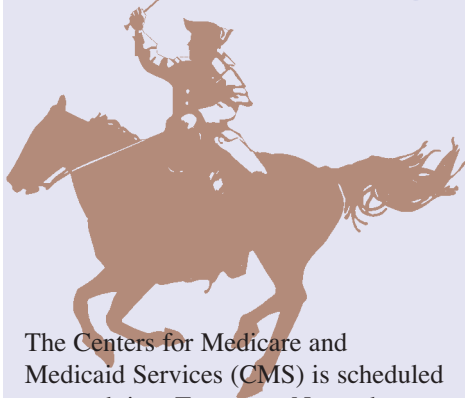
DIVISION OF MENTAL RETARDATION SERVICES

November, 2005

## Open Wide!

- Town Hall Meetings
- CMS Visit
- New West Regional Director
- Merlin's Magic
- New DMRS Friend
- Loving

## CMS Is Coming! CMS Is Coming!



The Centers for Medicare and Medicaid Services (CMS) is scheduled to march into Tennessee November 28th. The purpose is a systems review to gauge DMRS' structures and processes. The review was incorporated in the granting of the DMRS waiver renewals.

CMS will observe a wide array of system components ranging from incident management to financial oversight. It is expected the CMS visit will last one week. ■

## UPDATE

CMS has cancelled it's trip.  
No rescheduled date at this time.

## TREKKIN' TENNESSEE 05'

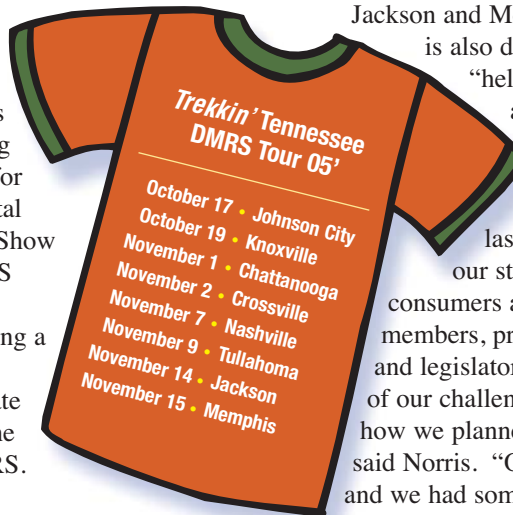
### TOWN HALL MEETINGS ACROSS STATE



DMRS Deputy Commissioner Stephen Norris speaks to stakeholders in Johnson City.

Unlike The Beatles, it's not magical and it's not a mystery, but it's rockin' and rollin' from one end of the

state to the other! Over the past 12 months DMRS has initiated major changes and programs regarding services and supports for Tennesseans with mental retardation. Now it's "Show and Tell Time." DMRS Deputy Commissioner Stephen Norris is hosting a series of town hall meetings across the state providing a "state of the state" address on DMRS.



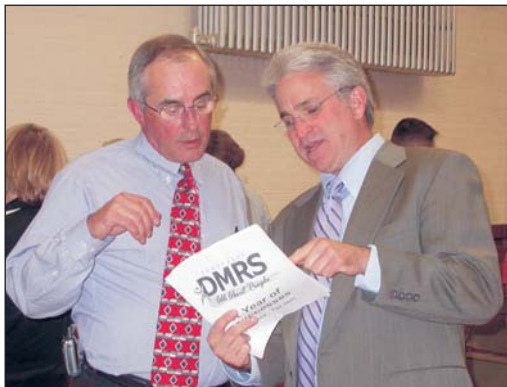
visited Johnson City, Knoxville, Chattanooga, Crossville, Nashville and Tullahoma. Future stops are slated for

Jackson and Memphis. The group is also dropping in for "hellos" to providers and at DMRS regional offices.

"We went to towns last fall visiting with our stakeholders – consumers and family members, providers, advocates and legislators – informing them of our challenges and explaining how we planned to address them," said Norris. "Our plate was full and we had some major work to do.

As Personally Speaking went to print, Norris and a number of his staff had

What we're doing now is providing an update on what we've accomplished the



Norris reviews his presentation with Director of Communications Tony Troiano.



DSPAT Director Earl Foxx recruiting for his organization.

cont. page 3

## From the Desk of Deputy Commissioner Stephen H. Norris

In the Air Force I learned to pack light and be mobile. It is paying dividends



now as I and a number of DMRS staff travel the state hosting town hall meetings. This is our second run with these events. Our initial tour was exactly one year ago and consisted of traveling to the location and back in one day, which I unfortunately discovered required the stamina and endurance of a tri-athlete.

This year, armed with a new travel planner, I have expanded our excursions for more productivity, and of course to lower the fatigue factor. We have made stops in Johnson City, Knoxville, Chattanooga, Crossville, Nashville and Tullahoma. Two more visits remain on the agenda: Jackson on November 14th and Memphis, November 15th.

This fall we are spending more time in each area, visiting providers and the DMRS regional offices and developmental centers. My schedule and responsibilities in Nashville prohibit me from visiting our division's facilities and agencies as frequently as I would like.

Visiting staff, hearing their comments and questions, reaffirms my belief we have the right people on the job and that DMRS is headed in the right direction.

It has been my pleasure to sit in on several agency board meetings. We have put forth new initiatives the past 12 months designed to assist and enhance provider services. These visits have been very beneficial in exchanging ideas and I appreciate the hospitality shown by our hosts.

I couldn't be more pleased with the town hall meetings. These sessions have been well attended, highly informative and are serving as an excellent platform for in-depth discussion with our various stakeholders.

I am a firm believer in these meetings. As you know I put strong emphasis on stakeholder input. How can we find out what our stakeholders want and what their concerns are without going and talking to them? Consumers, parents, guardians, providers, advocates and legislators need to be intimately involved and informed. Their input plays a major role in the development and implementation of our initiatives.

There are many thank yous to go around. The Arc of Tennessee has played a major role in our meetings. Executive Director Walter Rogers has done the advance work and handled arrangements. There has been a strong presence of state legislators. Senators Tim Burchett and Charlotte Burks and Representatives David Hawk, Harry Brooks, Jim Hackworth, Eddie Yokely have shown support.

The past year has been very busy for DMRS. We accomplished much and I am pleased to be able to share it with our stakeholders. All DMRS personnel should know they are invited to attend one of the meetings when it is in their area. We hope to see you there. ■

## Fledgling Frank Sinatras and Shania Twain Trainees **TAKE NOTICE!**

VSA arts Tennessee is searching for the recipient of its 2006 Young Soloist Award. VSA arts Tennessee promotes arts, education and the creative power in people with disabilities. The VSA stands for: Vision, Strength and Artistic Expression.

The award recognizes outstanding young vocalists and instrumentalists with a disability. The award program is an opportunity for musically talented students and young professionals to earn scholarship funds and possibly an opportunity to perform in Washington, D.C. at the John F. Kennedy Center for the Performing Arts.

For more information and application forms contact: Lori Kissinger, VSA arts Tennessee, 1210 Lake Rise Place, Gallatin, TN 37066, 615-826-5252. Entries must be postmarked no later than December 31st.

Also, stop by the Country Music Hall of Fame's Ford Theater December 19th from noon to 1:00 p.m. The VSA arts young soloist finalists from last year, Wes Heydel and Grant Powell will perform in a Christmas concert. Joining them will be 2003 National Young soloist winner, Laura Dodd, CMA Award winning songwriter/producer Monty Powell and recording artist Max Abrams of

MuzikMafia. The concert is free and open to the public! ■

  
**VSA arts  
Tennessee**





## Bye, Bye Bullard; Come On Cathleen!

In golfing terms DMRS West Regional Director Alan Bullard took a mulligan. He retired once and then took another shot at employment, re-joining DMRS. Actually, the Division was in a crunch and yanked Alan out of his rocking chair!

Now, after two-and-a-half years of winning

the West he's riding off into the sunset again. DMRS salutes and thanks Alan for a job well done. Best wishes in retirement. Rumor has it region staff is presenting him with a cardigan, pipe and a year's supply of Metamucil.

The new DMRS sheriff out West is Ms. Cathleen "Cate" Newbanks of Ashland, Virginia. Ms. Newbanks has fashioned

a strong 17-year career in social services, and is highly recognized for her leadership and management skills.

Ms. Newbanks has senior management experience in both the public and private sectors. Most recently she served as Deputy Secretary for Community-based

Care and Family Self-Sufficiency for the Florida Department of Children and Families.

She is a former Deputy Commissioner and Associate Commissioner of the Department of Mental Health, Mental Retardation and Substance Abuse for the Commonwealth of Virginia; Inspector General for the Illinois Department of Mental Health and Developmental Disabilities and Executive Director of the Alliance for the Mentally Ill of Illinois.

The National Alliance for the Mentally Ill honored Ms. Newbanks with a National Advocacy Award for excellence in public service.

Ms. Newbanks has a B.A. in Social Welfare Studies and a M. A. in Child, Family and Community Studies from the University of Illinois-Springfield. She was a Chamberlain Scholar, awarded for excellence in legal studies. ■

## TREKKIN'...cont.

past year, which has been a lot, so we're kind of waving our report card." One item getting a big red A is the expiration of the nearly five-year Centers for Medicare and Medicaid Services (CMS) imposed moratorium on admitting persons into DMRS waivers. And of course CMS renewing waivers and approving the new Self-Determination Waiver.

Other items on the agenda: The new, comprehensive Quality Management System for community services, which with the Quality Assurance Assessment unit, has become a powerful vehicle for measuring the performance of providers and ensuring resolution of issues; the Protection from Harm unit's revised protocols streamlining the definitions for abuse, neglect and exploitation and its effort to treat these cases as seriously as possible; the new provider manual and provider rate structure and enhancing the status of Direct Support Professionals.

"There remain many questions and hills to climb, but what DMRS is doing is encouraging and it is giving us plenty of hope," said Donna DeStefano of the Tennessee Disability Coalition. "There is direction now and things are getting done. I'm very pleased."

The meetings are drawing large crowds, which are very interactive. Norris provides a presentation and then the program is open for a question/answer

our mission, vision and goals and systems changes. Our stakeholders are our partners and have had strong input on all our initiatives. I am very pleased with our relationship and the open line of communication that exists."

Several state legislators have attended the meetings. Representative David Hawk was in Johnson City, Senator Tim Burchett and Representatives Harry Brooks, Jim Hackworth and Eddie Yokely in

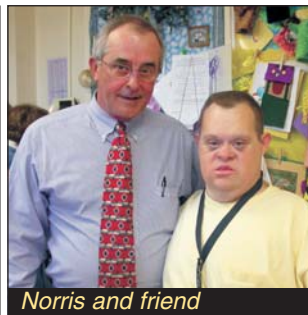
Knoxville, Senator Charlotte Burks in Crossville and Senator David Fowler and Representatives Tommie Brown and Bo Watson in Chattanooga.

"I applaud Deputy Commissioner Norris and his staff for traveling the state visiting with the public," said Senator Burchett. "What DMRS is doing is of vital importance to

everyone associated with a Tennessean with mental retardation. We're talking about the most vulnerable population. The intense interest and enthusiasm of the audience generated by this information validates DMRS' efforts. These meetings are a great avenue for exchanging ideas and strategizing." ■



State Representative David Hawk



Norris and friend

session. Dialogue has been positive and beneficial, for both the stakeholders and DMRS.

"I put a lot of value on what our stakeholders have to say," said Norris. "Our advisory council, made up of stakeholders, was created to advise us on

# Up Close and Personal



Merlin Littlefield

## Nothing Little in Merlin's Field

**DMRS' Director of Planning and Development Does Everything BIG!**

He's hobnobbed with U.S. Presidents, produced national television marketing campaigns, toured with Elvis Presley, promoted music titans Reba McEntire, Kenny Rogers, George Strait, Lyle Lovett, the Allman Brothers and the Marshall Tucker Band. Why he even told a country music superstar he'd starve if he tried to play in Nashville. Oops! Nobody's perfect!



Merlin and Dolly Parton

Think of DMRS Director of Planning and Development Merlin Littlefield as a paint brush looking for a canvas. He's the Energizer Bunny of creativity – his brain bouncing around like a pinball full of ideas.

Born and raised in Fort Worth, Texas, Littlefield attended Texas Christian University majoring in Radio/TV/Film. Following two years of service with the United States Marine Corps and two years with the Dallas and Tarrant Counties' Juvenile Departments, Littlefield entered graduate school. However, the strict, rigid, button-downed regimen didn't digest and he withdrew, landing a job with Capitol Records. An exciting, highly successful, award-filled 32-year promotional career in the music industry was underway.

"Any success I've had I have to attribute to my dad," said Littlefield. "At a young age he instilled a strong work ethic in me. You show up on time, leave when the job is done and you do that job to the best of your ability."

"Working independently and especially in the music business, you must be self-motivated, a go-getter. The person who works the hardest gets ahead. I demand a lot of myself. If I can't do the best job today, I'm going to make up for it tomorrow."

Littlefield's resume reflects a Who's Who of corporate giants in the music industry.

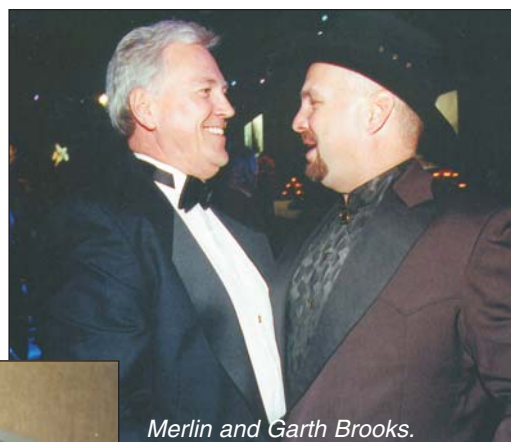


L to R: Merlin, Gary Morris, Kenny Rogers and Johnny Cash.

He's held senior management positions with RCA, Stax and Capricorn Records, been an associate director with ASCAP (American Society of Composers, Authors and Publishers), vice-president and general manager with AVI Entertainment and a vice-president and partner with Great American Talent.

"I was very fortunate," said Littlefield. "It was exciting and challenging. Meeting

people, travel; it was a fast paced life, but a lot of rewards and fun. I have close, life-long friends from that industry and I wouldn't take anything for that." One of Littlefield's most memorable experiences came when he was with



Merlin and Garth Brooks.

ASCAP. A friend asked him to take a look at a new guy he was sending from Oklahoma. The musician met with Littlefield and played a few songs. The most positive word coming out of the critique was "fair." Littlefield wanted to be honest with his guest and told him he would never make a living playing in Nashville. The guest wanted to bring his four-member band to Music City, but Littlefield told him, "You and those four guys will starve." The musician eventually returned and became a

monster star. Garth Brooks still teases Littlefield about their first encounter, but admits everything he told him was true. And as Paul Harvey would say, "Now you know the rest of the story."

The music industry went through radical change in 1999 with downsizing. Opportunities at certain levels didn't exist.

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## – L E G A L   U P D A T E –

*Several federal lawsuits have influenced the service system of DMRS over recent years. Each suit has specific orders and mandates that the division must follow. Below is the current status of each.*

### Brown

So far this fiscal year (FY 2006), there have been a total of 436 people enrolled into services directly from the waiting list. Three hundred–nine have been enrolled in the statewide HCBS Waiver. One hundred–twenty seven have been enrolled in the Self-Determination Waiver. Since July 2005, a total of \$1,471,535 has been spent on the Consumer Directed Supports Program.

As a reminder, contact between consumers and their assigned case manager and the regional office should be maintained. If a situation or circumstances change, the case manager should be made aware, as it may impact the assigned category of need (i.e., crisis, urgent, active, or deferred) status.

### Arlington

Negotiations are still underway to draft an agreement between the Parties regarding better care for DMRS constituents both at Arlington Developmental Center and in the community.

In the meantime, information related to program and systemic improvements at DMRS is continually shared with the Parties at the quarterly meetings.

### Cloverbottom

The State's Motion for Partial Termination of the Settlement Agreement regarding Greene Valley Developmental Center is still pending. No date for this hearing has been set. Information regarding program and systemic improvements at the developmental center and in the community is shared with the Parties on a regular basis. ■

## Up Close...cont.

Littlefield left music for state government. Before holding his present position with DMRS, Littlefield served as personnel director for the Department of Corrections and personnel manager for DMRS. Even with all the color and excitement of his music career, Littlefield says nothing comes close to the satisfaction he gets from performing his present duties.

“What we’re doing at DMRS is special. We have the opportunity to make a difference in people’s lives. If this work doesn’t touch you and have you ready for the job each day, nothing will. We have a fine group of people in this division that work very hard. It’s a good feeling to be part of this group.”

Littlefield created “From the Heart,” a program addressing the potential and capabilities of the persons the DMRS supports. Residents at DMRS’ three developmental centers, craft and produce a variety of products such as bird houses, greeting cards, dog treats and bath salts.

The residents build their products at adaptive work stations utilizing innovative and customized tools under the guidance of center staff. Their wares are sold at Tennessee State Parks and various businesses.



“When Merlin gets an idea in his head and thinks it will work, he runs with it full speed; you just get out of the way,” said DMRS Assistant Commissioner Dr. Larry Latham, Littlefield’s immediate supervisor. “Merlin is a good person, he cares and is a tireless worker. You just turn him loose and good things happen.”

And good things happen to good people. The music industry’s loss was state government’s gain. DMRS is fortunate to have Merlin weaving his magic, making life better for Tennesseans with mental retardation. ■

# Medical Message

**Dr. Adadot Hayes, M.D., DMRS Medical Director**

## DMRS Forms Clinical Units

The Division of Mental Retardation Services has long provided a wide variety of clinical services and supports in its developmental centers (currently, Greene Valley Developmental Center, Arlington Developmental Center and Clover Bottom Developmental Center). With the recent trend to provide supports in the community, DMRS has increasingly developed initiatives to support healthcare issues which will help persons with mental retardation and developmental disabilities to be as healthy and independent as possible. To assist both agencies providing services for persons enrolled in DMR services and providers of clinical services, DMRS has formalized its approach with the formation of clinical units in the central office and in each of the three regions.

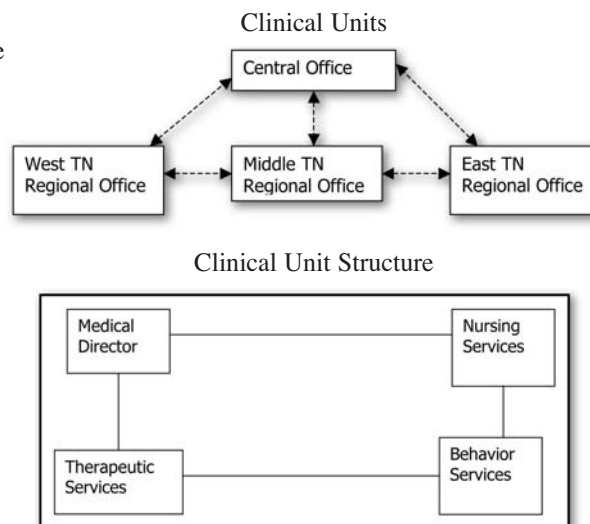
While the majority of work is spent focusing on clinical services provided by the waiver (nursing, behavior analysis, therapy etc.), other initiatives are aimed at supporting generic community health services requiring partnership such as general medical care. As an example, the new DMRS Provider Manual has requirements for supporting health in individuals served by DMRS. This assigns Health Care Oversight to the residential agency for persons in that setting, which requires the agency to perform the patient (partnership) requirements for healthcare. Provider agencies will now be responsible for doing the things that a person trying to achieve good health might do for themselves if they were able. This includes such tasks as making and keeping appointments, taking medications, following through with recommendations, being aware of emergencies or emerging health problems, attending to lifestyle issues that affect health, integrating healthcare issues into daily life and requirements to keep adequate records to assist clinicians in providing care. While many agencies have been doing these tasks for years, the



*Dr. Adadot Hayes, M.D.  
DMRS Medical Director*

requirements are now more formalized. The clinical units are also currently evolving in their ability to evaluate trends in the healthcare of the population served by DMRS as well as recommend new projects based on identified needs. Each clinical unit is based on a similar structure to promote coordination, consistency and collaboration. This consists of a medical director for each unit as well as a director and personnel in each of three areas. These areas include nursing services, therapeutic services and behavior services.

The structure looks like this:



The roles and responsibilities of each unit fall under three main areas, as follows:

### 1. Health Support

Technical Assistance

- Families
- Long-term service providers

(residential, day, personal assistance)

- Community clinicians
- Independent Support Coordinators
- Trend analysis

### 2. Quality Assurance

- Service plan reviews (as necessary)
- Quality assurance surveys
- 90-day quality assurance review for new providers
- Targeted quality assurance reviews

### 3. Education

- Recruitment
- Orientation
- Training
- Outreach (local universities, community colleges, etc.)

### 4. Consultation

- Determination of services needed
- Screenings
- Assessments
- Follow-up on issues identified by various sources (e.g. courts, CMS)
- Assistive technology clinics
- School systems, nursing homes, mental health facilities
- Rare medical issues
- End of life issues

While many service recipients do not require extensive clinical needs, we serve many individuals with extensive medical problems and extensive functional disabilities. The role of the clinical units is to aid the department and those supporting service recipients where needed to integrate these issues and needs into supporting persons in our care with as normal a life as possible and maximum independence.

Those people who are aware of the complexity of today's healthcare system in this nation appreciate that this is complicated by issues of difficulty in accessing needed services by people with mental retardation or developmental disabilities. This may be created by a simple problem such as lack of past medical records, by a more complicated problem such as a clinician not having adequate training or experience with this population, or issues of lack of research and knowledge with the specialized problems and rare clinical issues in persons we serve. The clinical units are organized to strive to include support of healthcare as a necessary and integrated part of maximizing the lives of persons served by DMRS. ■



## Preparing for Disaster TNCO Hosts Education Seminar



*L to R: Brian Dion, DMRS; Beverly Duncan, Crossroads of Louisiana, Inc.; Jean Hood, Hood Management Group*

With Hurricanes Katrina and Wilma and countless other storms using the southern United States as their playground this year, what better topic for an education seminar than disaster preparedness? Tennessee Community Organizations (TNCO) held one last month in Nashville for its members. While there were other topics on the agenda, “escape mode” had everyone’s attention.

TNCO was honored to have what can only be called “the best possible speakers” on its panel. Participating were two managers of provider agencies in New Orleans, who evacuated just before Katrina spelled havoc. Ms. Jean Hood of Hood Management Group and Ms. Beverly Duncan of Crossroads of Louisiana, Inc. were joined by DMRS Director of

Residential Supports and Provider Development Brian Dion.

Hood, Duncan and their staff alerted, organized, packed and pushed 120 people and one dog out the back door of New Orleans as Katrina barged in the front. The agencies landed in Tennessee and are residing and working at Clover Bottom Developmental Center.

Hood and Duncan explained their disaster preparedness plans in detail and provided a blow-by-blow description of their Katrina adventure. Dion offered the DMRS guidelines for preparing for various disastrous situations.

The event was well attended and highly educational. ■

## Loving Life! Columbia Resident Getting the Most Out of It

A few years ago, a shy young man by the name of William Lovell came to Buffalo River Services. He had not been out of high school very long where he had graduated from the CDC class. William lived with his parents and was very dependent upon them. His mother cooked all of his meals, cleaned his clothes, fixed all of his medications and basically did everything for him. William’s life has been a struggle at times. He has had many challenges through the years that have made progress quite difficult.

William worked at a Wayne County workshop, enjoying his time there and the socialization with other clients. One day he was introduced to community participation. Now he is excelling in many ways. During the day William assists with meals on wheels for the Senior Center. He interacts with the visitors and spends time getting to know the center staff. William also goes to the Senior Citizen Center and assists staff in cleaning the kitchen and cafeteria.

William is seen frequently around Columbia. He assists with watering flower gardens that the local Pilot Club maintains as part of a beautification project. He also helps in public relations activities regarding the October



*William at Wal-Mart*

Heritage Festival and Winter-fest put on by the local Chamber of Commerce. He is well appreciated and has found many new friends.

A couple of years ago, William decided that he would like to have his own apartment. He discussed this with his parents and with their blessing; he and Buffalo River staff began apartment hunting. He found the residence he wanted, sat down with staff and worked out a budget. Just a few weeks later with a lot of help from his family, church friends and Buffalo staff, William moved into his apartment.

William still spends a lot of time with his family, but really enjoys having his own space. His parents and siblings are very supportive of everything he chooses to do. He is responsible for his daily routine: cooking, cleaning, mowing his own yard, taking his medications and making doctor appointments. He is very proud of his accomplishments.

Once he became accustomed to his own apartment, William expressed a desire to have a job. With the assistance of staff, William composed a resume and ventured into the community. He was hired at Wal-Mart for what was to be a part-time seasonal job in the Lawn

# F • R • I • E • N • D • S



## The Arc of Tennessee Offers Training Presentations and Planning Opportunities

The Arc of Tennessee is pleased to offer a variety of training presentations and planning opportunities at no cost. These services are free! They are made possible through the support and financial assistance of the Division of Mental Retardation Services. Our target audiences are individuals with a developmental disability, their families, provider agencies, direct support professionals, and other members of our community.

**PATH (Planning Alternative Tomorrows with Hope):** PATH is a team-facilitated graphic planning process that was developed by Marsha Forest, Jack Pearpoint and John O'Brien. PATH is a creative journey, a colorful tool that can help individuals, families and organizations move into a more positive and possible future. PATH was developed with humility and is offered in the same spirit. It is used to strengthen the concepts of community inclusion, diversity and democracy. There are over 100 trained PATH guides in Tennessee.

**Self-determination:** The purpose of this training is to provide information to support Board of Directors, staff and families on how to allow individuals to be more in control of their own lives by making their own choices. Participants will gain an understanding of why self-determination is important; ways to assist people to make their own choices;

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## T E N N E S S E E D I S A B I L I T Y C O A L I T I O N

Family Voices of Tennessee started in 1993 as a program of the Tennessee Disability Coalition and became the first state chapter formally sanctioned by the national organization in the last quarter of 2000. Family Voices of Tennessee is operated by and for families in our state and coordinates the Tennessee Family-to-Family Health Information Center\*\*.

The State Director and three Family Resource Specialists (FRS):

- Educate families and professionals about quality programs and best practices for children with special health care needs
- Assist families to navigate health care and related service systems and avoid or overcome barriers to care for their children
- Train families to be the best possible advocates for their children's health and training professionals to work with families
- Support families to have a voice in the design, development, implementation, and monitoring of health policies and programs for children and families
- Work with professionals and families to improve children's health policies and programs in ways that are helpful to families
- Promote family-centered care, family/professional partnerships, and

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*DMRS welcomes a new friend to Personally Speaking. The Vanderbilt Kennedy Center is now a permanent contributor to our newsletter.*

## All About VKC

Tennessee has one of the premiere national resources for knowledge about the causes and treatments of intellectual disabilities—the Vanderbilt Kennedy Center (VKC).

The VKC is one of 14 **National Developmental Disabilities Research Centers** supported by the National Institute of Child Health and Human Development. Over its 40-year history, Center researchers have worked with State leaders to improve services for Tennesseans with intellectual disabilities. The Center is directed by Pat Levitt, Ph.D.

In 2005, the VKC was designated a **University Center for Excellence on Developmental Disabilities Education, Research and Service (UCEDD)** by the Administration on Developmental Disabilities, (ADD) becoming Tennessee's second UCEDD along with the Boling Center on Developmental Disabilities in Memphis. ADD support enables the VKC to expand training, to develop exemplary community programs, to provide technical assistance, and to disseminate information. The VKC UCEDD focus is on early education, supports for individuals with developmental disabilities and their families, health and mental health, and

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## The ARC...cont.

listening and communicating effectively; understanding different roles in the services system; and person-centered support planning.

**Self-advocacy:** The purpose of this training is to help individuals become self-advocates by knowing about their own self, being aware of skills and practicing self-advocacy skills. The course will help learners grab a better understanding of their personal skills and behaviors; endeavor to dream and share their dreams with others by speaking up for themselves; seek help from others when needed; and take responsibility for taking action to make their dreams become reality.

**New Agency Start-up:** This session is to assist interested families and other citizens of Tennessee in starting an agency to provide services and supports for people with mental retardation. Areas covered include how to set up a non-profit corporation; start-up funding; application process; securing mentors to assist in developing and implementation of best practices; general operational requirements and budget development.

**How Does Our System Work?** We work with interested parties in building collaborative networks within the service system so that parents and new agency personnel will know where to turn for answers when navigating and negotiating Tennessee's system of supports and services.

**Training for Law Enforcement Personnel and Agencies:** The purpose of this training is for participants to gain an understanding of what mental retardation is, what causes it and how to identify if someone has this disability; how mental retardation is different from mental illness and other disabilities; develop practical skills they can use when interacting and communicating with people who have mental retardation, whether the person is a suspect, witness or victim; learn how to effectively handle situations involving people with mental retardation who are either suspected of criminal activity and require detainment or arrest or are victims of crime and require assistance.

## TDC ...cont.

Medical Homes for children with special health care needs

- Help document family needs and family stories as a basis for policy planning and service implementation
- Outreach to families and professionals to raise awareness for children's health issues and build the network of Family Voices

The following brochures are available from Family Voices of Tennessee:

- Working with Families: A Guide for Professionals Implementing Family-Centered Care
- Working with Caregivers in Your Home
- Planning for Medical Emergencies
- Meeting Your Child's Health Care and Related Needs at School
- Health Insurance Laws at Work and Related Rights

For additional information or assistance, please contact:

Dara Howe  
State Director  
Family Voices of Tennessee  
c/o Tennessee Disability Coalition  
480 Craighead Street, Suite 200  
Nashville, TN 37204  
Phone: 615-383-9442; ext. 13  
In-state toll-free number for families:  
1-888-643-7811  
Fax: 615-383-1176  
Email: [familyvoices@tndisability.org](mailto:familyvoices@tndisability.org)

Charlene Harmon in West Tennessee  
Phone: 901-458-2055  
Email: [FVWest@tndisability.org](mailto:FVWest@tndisability.org)

Julie Sullivan in Middle Tennessee  
Phone: 931-686-3353  
Email: [FVMiddle@tndisability.org](mailto:FVMiddle@tndisability.org)

Donna Graham in East Tennessee  
Phone: 423-234-2334  
Email: [FVEast@tndisability.org](mailto:FVEast@tndisability.org)

**\*\* The Tennessee Family-to-Family Health Information Center is funded by a grant from the US Department of Human Services' Health Resources and Services Administration, Maternal and Child Health Bureau (Project #1 H84MC00004-03-00). This program is a partnership with the Tennessee Department of Health (Title V, Children's Special Services), Vanderbilt University, Tennessee Voices for Children, and other agencies. ■**

## Vanderbilt...cont.

recreation and the arts. The UCEDD is directed by Elisabeth Dykens, Ph.D., and its Community Advisory Council is chaired by Doria Panvini (contact [vkac@vanderbilt.edu](mailto:vkac@vanderbilt.edu)).

Center researchers represent more than 15 disciplines, including genetics, neuroscience, pharmacology, psychology, psychiatry, and special education, and a wide array of programs.

Tennessee Disability Pathfinder has phone, Web, and print resources in English and Spanish. Referral services, free of cost, are provided to persons with disabilities, family members, service providers, and advocates. The Web site includes a database of over 1,600 agencies and 4,000 services, searchable by county and service type. The site also has a Disability Events Calendar; submissions are welcome.

A Tennessee Disability Services and Support Directory is published periodically. Pathfinder is a VKC partnership with the Tennessee Council on Developmental Disabilities. Contact (615) 322-8529 Nashville, (615) 322-7830 Español Nashville, 1-800-640-INFO [4636] Tennessee toll-free English & Español, 1-800-273-9595 TTY.

The Behavior Analysis Clinic provides comprehensive health, educational, and behavioral assessments to identify causes of behavioral problems and to develop person-centered interventions. It serves children and adults with developmental disabilities and co-occurring serious behavioral issues. It is a VKC partnership with Vanderbilt Psychiatry and Nursing. Contact (615) 322-8185 or [bac@vanderbilt.edu](mailto:bac@vanderbilt.edu).

The Treatment and Research Institute on Autism Spectrum Disorders (TRIAD) provides specialized services for children with autism spectrum disorders and their families, and for educators and professionals. Contact (615) 936-1705, [TRIAD@vanderbilt.edu](mailto:TRIAD@vanderbilt.edu); [www.TRIADatVanderbilt.com](http://www.TRIADatVanderbilt.com).

The Family Outreach Center is a single point of entry into the many services and



VANDERBILT  
KENNEDY CENTER



40TH ANNIVERSARY  
SCIENTIFIC SYMPOSIUM  
NOVEMBER 30, 2005



## SCIENCE AND LEADERSHIP IN DEVELOPMENTAL DISABILITIES



WEDNESDAY, NOVEMBER 30, 1-5 P.M.  
COMMODORE BALLROOM  
VANDERBILT STUDENT LIFE CENTER

For four decades, the Vanderbilt Kennedy Center has been transforming the lives of individuals with disabilities through research. Yesterday, today, and tomorrow—Vanderbilt Kennedy Center scientists are committed to generating discoveries that improve our understanding of development and our ability to prevent or treat developmental disabilities. Please join us for a remarkable scientific symposium as we celebrate 40 years of accomplishments and look toward meeting new challenges in the future.

Please RSVP at [mse.events@vanderbilt.edu](mailto:mse.events@vanderbilt.edu)  
Reference "VKC 1130SLC" in Subject Line

*Pictured Above: Nicholas Hobbs, Ph.D., Vanderbilt Kennedy Center founding director*



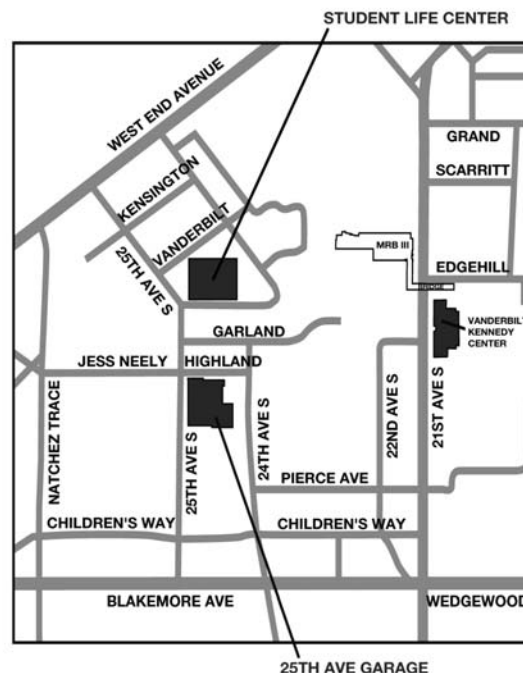


# A SCIENTIFIC SYMPOSIUM

NOVEMBER 30, 2005

- 1:00P.M. WELCOME, SYMPOSIUM OVERVIEW, AND INTRODUCTIONS  
Gordon Gee, J.D., Ed.D., *Chancellor*  
Harry R. Jacobson, M.D., *Vice Chancellor for Health Affairs*  
Pat Levitt, Ph.D., *Director, Vanderbilt Kennedy Center*  
Elisabeth Dykens, Ph.D., *Associate Director, Vanderbilt Kennedy Center*
- 1:30 P.M. IF YOU BUILD IT, THEY WILL COME  
Duane Alexander, M.D., *Director, National Institute of Child Health and Human Development*
- 1:45 P.M. UNDERSTANDING THE SOCIAL NATURE OF AUTISM  
Fred Volkmar, M.D., *Irving B. Harris Professor of Child Psychiatry and Professor of Pediatrics, Yale Child Study Center*
- 2:30 P.M. OPPORTUNITIES AND CHALLENGES FOR NINDS  
Story C. Landis, Ph.D., *Director, National Institute of Neurological Disorders and Stroke*
- 2:45 P.M. DYNAMIC INTERPLAY BETWEEN NATURE AND NURTURE IN BRAIN WIRING DURING DEVELOPMENT  
Carla Shatz, Ph.D., *Nathan Marsh Pusey Professor of Neurobiology, Harvard Medical School*
- 3:30 P.M. BREAK
- 3:45 P.M. MENTAL HEALTH RESEARCH: PAST, PRESENT, AND FUTURE  
Thomas R. Insel, M.D., *Director, National Institute of Mental Health*
- 4:00 P.M. POSITIVE PSYCHOLOGY AND POSITIVE INTERVENTIONS  
Martin E. P. Seligman, Ph.D., *Fox Leadership Professor of Psychology, University of Pennsylvania*
- 4:55 P.M. SUMMARY  
Pat Levitt, Ph.D., *Director, Vanderbilt Kennedy Center*
- 5:00 P.M. PUBLIC RECEPTION

## PARKING AND ACCESSIBILITY



Parking is available in the 25th Avenue Garage.

A sign language interpreter will be provided if requested at least 3 days in advance. Location is wheelchair accessible.

Phone: (615) 322-8240

Fax: (615) 343-5737

kc.vanderbilt.edu

Cover Photos: model of DNA strand; Susan Gray, Ph.D., with children in model classroom, Demonstration and Research Center on Early Education

## The ARC...cont.

Training Materials on Human Relationships and Sexuality: The Arc of Tennessee has for loan Circles, a series of trainings that include videotapes, work pages and activities so that persons with developmental disabilities understand relationships with different people in their lives. Families, organizations or agencies can "check out" Circles for two weeks at a time.

For more information or to schedule a training, contact:

West Tennessee,  
Treva Maitland, 731-559-4187  
Middle Tennessee,  
Steve "Jake" Jacobs, 615-248-5878 or 800-835-7077  
East Tennessee,  
Mary Ann Schenk, 423-267-0500  
Peggy Cooper Editor,  
The Arc Connection ■

## Vanderbilt...cont.

supports of VKC, Vanderbilt University, and the community. It is the headquarters of many programs, including the Reading Clinic, Late Talkers Clinic, Sibshops, Arts and Disabilities Initiative, Summer Camps, and the Henderson Training Series for Educators. A coordinator assists individuals and works with community organizations, and a social worker provides consultation. The Outreach Center is a partnership with The Vanderbilt Kennedy Center. ■

## West Tennessee Agency Honored Finding Solutions for Persons with Down syndrome



**W**est Tennessee Family Solutions (WTFS) is the recipient of the Down Syndrome Association of the Mid-South's (DSAM) 2005 Partners in Progress Award. The award was presented last month at the association's annual walk for Down syndrome awareness in Memphis.

The Partners in Progress Award is given annually to an individual, group, business or organization that has exhibited exemplary actions in promoting the welfare, inclusion and acceptance of individuals with Down syndrome in society.

WTFS is a home-grown agency that was established by Memphis parents who were committed to having a community option for their adult children that offered a family model of support and care. WTFS, which is four years old, now provides residential, employment, and other supports to over 30 adults with developmental disabilities.

WTFS follows a model called the Family Teaching Model of Supports. Individuals live next door to a family who oversees their safety and opportunities to learn, and interacts with them daily. WTFS is one of only two agencies in Tennessee offering this model, and one of only a handful in the United States.

WTFS has become recognized as one of the "quality tier" agencies in West Tennessee. It received one of the highest

scores in the state for its quality monitoring. The agency has a board of directors, of which the majority is family members.

Family members work with staff in every aspect of the agency's development. Through a resident advisory council, input is sought from the individuals who receive services for improvements and determining satisfaction.

WTFS focuses not only on an individual's safety and health, but also on opportunities for optimum quality life. Periodically classes have been offered in areas such as scrapbook making, wreath decorating and kite flying. The agency sponsors competitions for Christmas decorating and gardening. Residents have participated in art classes in a community studio.

The agency consistently opens its doors to the community, taking significant steps to promote the welfare, inclusion and acceptance of individuals with disabilities. WTFS is closely aligned with the Down Syndrome Association and has assisted and supported the group in its functions.

The annual walk last month, in which 2,800 people participated, allowed the DSAM to raise over \$75,000. DSAM works to ensure that individuals with Down syndrome and their families have access to information, services, and programs to support them and meet their needs. For more information, contact the

*West Tennessee Family Solutions celebrates winning the 2005 Partners in Progress Award.*

Down Syndrome Association of the Mid-South at 901.541.5155 or go to the website at [www.dsamemphis.org](http://www.dsamemphis.org). ■



*Paul Landers and Keith Greenwald.*

## Loving Life...cont.

and Garden section. However it has turned into a two-year tenure. Store management just gave him the Annual Employee Customer Service Award and he couldn't be prouder. Working in the community has made a big difference in William's life. Once shy, now he is open and receptive to people.

When asked why do you like to work? William replies, "To have something to do, being around people and having extra money.

"I get along with all of the employees and I really like to work with Robert, Tony and Kathy. I like seeing all of the customers and making new friends."

William is a member of the Blondy Church of God where he serves as an usher and greeter. He is heavily involved in church activities. He assists with the annual Awake 2005 and spends a lot of his time helping with the younger children that attend. When asked what he wants to pursue in his future, he states, "To go on a mission trip with my church and help other people."





There are many acronyms and terms associated with the DMRS. In each issue of Personally Speaking we'll serve up a small portion of Division alphabet soup.

- **IFSP** Individual Family Support Plan
- **HCBS** Home and Community-based Waiver Services
- **CMS** Centers for Medicare and Medicaid Services
- **LRE** Least Restrictive Environment

### Loving Life...cont.

William enjoys going shopping in the downtown area, looking around at yard sales, and going to the mall in Columbia and Cool Springs. William is the President of the Lewis County Chapter of People First. He participates in the Special Olympics, Area 31 in Lewis County throughout the year. His specialties are bocce, softball, bowling, soccer and running. He goes to Nashville twice a year and competes at the state level.

William is associated with the Partners in Policymaking Leadership Institute. This is a training initiative of the Tennessee Council on Developmental Disabilities. The Institute is designed to provide adults with disabilities, and parents of children with disabilities with the latest information on disability policy issues, and to help them become advocates for themselves, and for others. William is also a board member of Buffalo River Services, Inc.

William has come a long way from the shy, self-conscious young man when he first started at Buffalo River Services, Inc. He understands he has been blessed and wants family, friends, and others in the community to know his appreciation for their support and love throughout the years. William has grown to be a very nice, mannerly, thoughtful, kind, loving, and helpful young man. He is an asset to the community and to Buffalo River Services, Inc. ■

- Contributed by Philip Garner, Buffalo River Services

## Here We Are!

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[www.state.tn.us/dmrs](http://www.state.tn.us/dmrs)  
Stephen H. Norris, Deputy Commissioner

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Alan Bullard, Director

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Nashville, TN 37214  
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Kathleen Clinton, Director

### East Regional Office

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John Craven, Director

### Arlington

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901.745.7200  
Leon Owens, Chief Officer

#### Clover Bottom Developmental Center

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615.231.5000  
Levi Harris, Chief Officer

#### Greene Valley Developmental Center

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## Personally Speaking Listens!

Personally Speaking is a Tennessee Department of Finance and Administration, Division of Mental Retardation Services' bi-monthly publication, targeting DMRS stakeholders, which appears on the DMRS website and in print. Personally Speaking is written and produced by the DMRS Office of Communications.

Got ideas or opinions? Send them our way!

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